



REQUEST FOR INFORMAL PROPOSAL (RFIP)

Solicitation Number: 0608-045

RFIP TITLE:

Fairbanks Public Health Center Organization Health Services Consultant

Issued By
STATE OF ALASKA
Department of Health & Social Services
350 Main Street, Room 6
Juneau, Alaska 99801-1149
or
PO Box 110650
Juneau, Alaska 99811-0650

Issue Date:
September 14, 2007

Closing Date:
September 28, 2007
3:00 PM Alaska Prevailing Time

Gregory Trollan
Procurement Officer
Phone: 907-465-4515
Fax: 907-463-3153
Email: Gregory.Trollan@alaska.gov

Introduction

The Alaska Department of Health & Social Services (DHSS), Interior Region Public Health Nursing is soliciting proposals from qualified vendors to provide management consultation and organizational facilitation services with the goal of refocusing Fairbanks Public Health Center Organization's (FPHCO) time & energies on the goal of improving client and community health outcomes by implementing an improvement plan that addresses facility organization, management concerns and staff satisfaction.

Term of Contract

The full term of the contract will be approximately eight months long, beginning from date of award.

Contract Budget:

The total budget for the completion of this project is estimated to be between **\$13,500** and **\$15,000**. Proposals priced at more than **\$15,000** will be considered non-responsive and be rejected.

Issuing Office Address

The issuing office address for this Request for Informal Proposals (RFIP) is:

Alaska Department of Health & Social Services
Grants & Contracts Support Team
Attn: Gregory Trollan

350 Main Street, Room 6
Juneau, Alaska 99801-1149

or

PO Box 110650
Juneau, Alaska 99811-0650

Mailing Address and Deadline for Receipt of Proposals

Offerors must submit one (1) copy of their proposal to the address listed above. Faxed proposals will be accepted. Faxed proposals should be sent to 907-463-3153, Attn: Gregory Trollan. Proposals must be received by September 28, 2007, 3:00 PM Alaska Prevailing Time.

Contact Person

Any technical or procedural questions regarding this RFIP should be addressed to the Procurement Officer at the contact information listed on the first page of this RFIP.

STANDARD PROPOSAL INFORMATION

Required Review

Offerors shall carefully review this solicitation without delay, for defects and questionable or objectionable matter. Questions, objections, or comments must be brought to the attention of the Procurement Officer. A protest filed based upon any omission, error, or the context of the solicitation will be disallowed if not brought to the attention of the Procurement Officer prior to the scheduled RFIP closing date. Verbal contact must be followed up with written notification.

Authorized Signature

An individual authorized to bind the offeror to the provisions of the RFIP must sign the proposal. The proposal must remain valid for at least ninety (90) days from the proposal receipt deadline.

Aggrieved Respondents

An interested party shall attempt to informally resolve a dispute with the Procurement Officer. If the attempt is unsuccessful, the interested party may protest the solicitation or the award of a small procurement in accordance with Title 2 of the Alaska Administrative Code (AAC) 12.695.

ADA Certification

The State of Alaska complies with Title II of the Americans with Disabilities Act (ADA) of 1990. Individuals with disabilities who may need auxiliary aids, services, and/or special modifications to submit a proposal should call the Procurement Officer named above to make necessary arrangements.

By signature of their proposal, the offeror certifies compliance with the ADA of 1990 and that program; services and activities provided to the general public on behalf of the state under a contract resulting from this solicitation comply with the ADA of 1990, CFR, Part 35, Subpart B 35.130 of the federal government.

Business License

Offerors must have a valid Alaska Business License or application on file for one, by the date of award in order to provide services in the State of Alaska. Offerors should contact the Department of Commerce, Community, and Economic Development, Division of Occupational Licensing, P.O. Box 110806, Juneau, Alaska 99811-0806, for information on these licenses. ABL information may also be accessed at the following website:

http://www.commerce.state.ak.us/occ/apps/BLEC_Start.cfm

Note: The Alaska Business License is not required if the vendor is located out of state and ships a product to Alaska or performs a service outside the State of Alaska.

STANDARD CONTRACT INFORMATION

Contract Approval

This RFIP does not obligate the state until a contract is signed and approved by both parties. If approved, it is effective from the date of approval by the DHSS. The state shall not be responsible for work done, even in good faith, prior to DHSS approval of the contract.

Payment of Invoices

Invoices are to be mailed directly to the Grants & Contracts Support Team at the address on the Standard Agreement Form (contract document). The state will pay all invoices within thirty (30) days of payment approval by the Project Director. Submit all travel receipts along with invoices (the state reimburses travel expenses at “cost” only) for travel authorized under the resulting contract.

BACKGROUND, SCOPE AND LOCATION OF WORK

Background

The General Government Bargaining Unit (ASEA) completed a survey in November 2005 due to complaints by staff at the Fairbanks Regional Public Health Center. Staff expressed dissatisfaction with their work environment related to poor morale, job dissatisfaction, and conflicts with management. During February to March 2006, an internal questionnaire was distributed to all staff including detailed interviews with selected individuals representing all job classes. The analysis was completed in May 2006. Efforts to improve the internal dynamics, to create a more positive work culture and to strengthen managers’ leadership skills have proved to be beneficial since that time. Activities have consisted of including the staff in the goal setting process, management and leadership coaching for supervisors and emphasis on outcomes and accountability.

Scope of Work

The contractor will implement an improvement plan and provide management consultation and organizational facilitation services including;

- Updating the organizational assessment that was completed in February – March 2006. The assessment should include questions related to staff satisfaction, problem identification and seeking solutions.
- Evaluating progress to date on previously identified areas of concern, including successful and unsuccessful interventions.
- Assisting and guiding the management team and staff in developing an intervention plan that includes activities, responsible person(s), timelines, and process and outcome evaluations to address each area of improvement that will be focused on during coming year.

- Facilitating interactive meetings with the Regional Management Team regarding organizational concerns and progress/outcomes of earlier interventions. This includes planning agendas and activities in consultation with the Project Manager.
- Facilitating work sessions and trainings for the management team in the areas of, leadership skills, employee relations, communication skills and conflict management. This may include on-site management coaching in order to help address employee concerns more effectively and to improve supervisory and employee coaching skills.
- Providing guidance to management on organization structuring and evaluation to promote staff productivity, decrease turn-over rates and improve staff satisfaction.
- Providing the Project Manager with interim and final progress reports, outcome analyses and final recommendations.
- Following the State of Alaska personnel rules and regulations, policies and procedures, and union contracts in implementing the improvement plan.

No minimum or maximum numbers of consultation calls are guaranteed.

Deliverables:

The contractor will provide:

1. An organizational assessment update and evaluation including written compilation and analysis of data.
2. An improvement plan to increase employee job satisfaction, enhance staff flexibility and adaptability, decrease negative internal staff dynamics, increase managers ability to work with and be perceived as part of a cohesive team with agenda, goals, objectives and priorities.
3. On-site coaching sessions with Nurse Managers and Team Leaders.
4. Work sessions and trainings facilitation for management staff, which may require being on-site.
5. The Project Manager with interim and final progress reports, outcome analyses and final recommendations.

Location of Work

The work will be performed at the contractor's business site and the Fairbanks Public Health Center.

EVALUATION CRITERIA

The total number of points used to score proposals is 100. All proposals will be reviewed to determine if they are responsive. They will then be evaluated using the criteria set out below.

Minimum Responsiveness

In order to be deemed responsive, offerors must demonstrate a minimum of three (3) years experience in the following:

- Training and cultivating organizational effectiveness.
- Facilitating meetings and strategic planning.
- Providing training in situational analysis, problem solving and team building.
- Providing expertise in conflict management, communication skills and organization cultures.

Understanding of the Project

Understanding will be a twenty percent (5%) evaluation factor. Offerors should provide a concise narrative statement that illustrates their understanding of the requirements of the project and the project schedule.

Methodology

Methodology will be a five percent (15%) evaluation factor. Offerors should provide a concise narrative statement that sets out the methodology they intend to employ if awarded the contract, illustrating how this methodology will serve to accomplish the work and meet the state's project schedule.

Management Plan

Management Plan will be a five percent (10%) evaluation factor. Offerors should provide a concise narrative statement that sets out the management plan they intend to follow, illustrating how this plan will serve to accomplish the work and meet the state's project schedule.

Experience & Qualifications

Experience and qualifications will be a thirty percent (20%) evaluation factor. Proposals should demonstrate the applicable education and experience of the personnel designated to work on the project.

Cost

Cost will be a thirty percent (40%) evaluation factor. The lowest priced proposal will receive the maximum number of points allocated to cost. Other proposals for cost point allocation will be determined by the following formula:

$$\text{Lowest Cost Proposal} \times \text{Maximum Points for Cost} / \text{Cost of Each Higher Priced Proposal} \\ = \text{TOTAL POINTS for cost}$$

Alaska Offeror's Preference (10 POINTS)

If an offeror qualifies for the Alaska Bidder Preference, the offeror will also receive the Alaska Offeror's Preference. The preference will be 10% of the total available points. This amount will be added to the overall score of each Alaska offeror after evaluation of proposals.

5% Alaskan Bidder Preference

An Alaska Bidder Preference of five percent will be applied prior to evaluation. The preference will be given to a person who:

- (a) holds a current Alaska business license and;
- (b) submits a proposal for goods or services under the name on the Alaska business license and;
- (c) has maintained a place of business within the state staffed by the offeror, or an employee of the offeror, for a period of six months immediately preceding the date of the proposal and;
- (d) is incorporated or qualified to do business under the laws of the state, is a sole proprietorship, and the proprietor is a resident of the state or is a partnership, and all partners are residents of the state and;
- (e) if a joint venture, is composed entirely of entities that qualify under (a)-(d) of this subsection.

PROPOSAL FORMAT AND CONTENT

The Department wishes to discourage unnecessarily lengthy and costly proposal preparation; however, all proposals must contain the following information in the following format. Proposals should be limited to the requested information and shall consist of six parts – Cover Letter, Understanding, Methodology, Management, Experience & Qualifications and Cost.

All pages must be consecutively numbered.

Cover Letter

An individual authorized to bind the offeror to the provisions of the RFIP must sign the proposal. The cover letter should contain the complete name, mailing address, telephone number, a statement confirming that the proposal is valid for ninety (90) days from the closing date for receipt of proposals, a certificate or statement that the firm qualifies for the Alaska Bidders Preference, Alaska Business License number (if applicable) and a statement relating to any perceived or potential conflict of interest.

Cost Proposal

The proposal shall include a completed cost proposal. The cost proposal must be submitted on the form attached to this document.

COST PROPOSAL
ASPS# 0608-045

Note: The purpose of the cost formula is to provide a mechanism for offerors to submit costs per each deliverable in a manner that DHSS can evaluate and score and then use to establish billing rates for the resultant contract. Please enter your cost in the spaces provided below for completing each deliverable.

Total Proposed Cost:

\$ _____